

Hiep Nguyen

From: Ellen Plendl
Sent: Friday, March 25, 2022 4:16 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; FW FP&L Fraud; Consumer Inquiry - Florida Power & Light Company; FW Gouging

See attached customer correspondence for Docket No. 20210015.

Hiep Nguyen

From: Ellen Plendl
Sent: Friday, March 25, 2022 3:24 PM
To: 'araybon49@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Ann Raybon
araybon49@gmail.com

RE: FPSC Inquiry 1393327C

Dear Ms. Raybon:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

The utility application, the technical hearing and service hearing testimony and exhibits become part of the case record that Commissioners use to make decisions about the case.

The Commissioners review the information, based on the record, and make their decisions about the case in an open meeting through a written "order."

After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include the Office of Public Counsel, representing customers, the Florida Retail Federation; the Florida Industrial Power Users Group; and the Southern Alliance for Clean Energy.

As part of the evaluation process for FPL's rate request, the FPSC conducted 12 virtual service hearings in June and July to allow feedback from FPL and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at <http://www.floridapsc.com>. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

We will add your feedback to Docket No. 20210015, regarding FPL's petition.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

* Low Income Home Energy Assistance Program --- <http://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

* Elderly Electric Assistance, which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, they may contact their county's local EHEAP agency, or by calling 1-800-963-5337.

* Our Florida offers electric assistance. The program is administered by the Florida Department of Children & Families. You can learn more information about Our Florida assistance by using the following link:

<https://www.ourflorida.com/>

Finally, the FPSC is happy to file an inquiry for any Florida consumer who has electric service or billing concerns with an investor-owned electric, natural gas or water & wastewater provider, including FPL. You may advise your family, friends, neighbors, and acquaintances as the customer of record for their own service address/electric account to contact the FPSC by using the following information:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Toll-free Telephone: 1-800-342-3552

Fax: 1-800-511-0809

Email: contact@psc.state.fl.us

Internet: <http://www.floridapsc.com/ConsumerAssistance/ComplaintForm>

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, March 25, 2022 3:10 PM
To: Ellen Plendl
Subject: FW: FP&L Fraud

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Ann Raybon <araybon49@gmail.com>
Sent: Friday, March 25, 2022 8:43 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FP&L Fraud

Dear Governor Ron DeSantis,

First I would like to thank you for the direction that you have taken in securing the freedoms of every Floridian. It takes a lot of courage to stand up to to Federal Government and let the chips fall where they may. But I am sure you hear that all day long.

My concern is with Florida Power and Light. As Governor, you have the power to create an investigation. I live in Northwest Florida and in January all of us got our first bill from FP&L. Having been told that the bill would probably go up about 15 dollars I was not surprised at an increase. But rumblings throughout the community had me pause and listen. Many people saw a HUGE increase. And in February it got worse. My bill went up quite a bit, much more than I expected, but it did not double or triple like many people's bills. The new group on Facebook has reported THOUSANDS of peoples' bills that were inexplicably doubled, tripled and even quadrupled for the February bill.

I am not disputing RATES. I know that businesses need to make a profit, and although I do not agree with it, I know it happens. What concerns me is that all these people called FP&L and were brushed off and told to pay the bill, or get cut off. No investigation of any kind, even after THOUSANDS of people called them. In the beginning I thought that maybe there was a glitch at the changeover, or a problem with the meters at that time. But the unwillingness of FP&L to investigate makes me think this was done by design.

The only way to find out if this was an error or done by design is for the Governor's office to get involved, since FP&L refuses to investigate. Their arrogance and insistence that nearly ALL the residents of our area suddenly used double and triple KWh is ridiculous. Something needs to be done. Waiting for it to come out 'later' will not help those that are on low incomes and struggling to

pay these bills.. This on top of skyrocketing gas prices, food and other goods is another blow to our pockets.

You have done so much for the people of Florida. Please stand up to this monopoly and insist that an investigation be done, and have this information made public for all the residents to see. I do not think any rate hike would have been such a public issue, if the actual bills had only went up a bit.

Thank you,

Ann Raybon
5554 Hannah Street
Milton, Florida, 32570

850-525-7187

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Hiep Nguyen

From: Ellen Plendl
Sent: Thursday, March 24, 2022 10:45 AM
To: 'siglergunship2000@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Mike Sigler
siglergunship2000@yahoo.com

RE: FPSC Inquiry 1393218C

Dear Mr. Sigler:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

The utility application, the technical hearing and service hearing testimony and exhibits become part of the case record that Commissioners use to make decisions about the case.

The Commissioners review the information, based on the record, and make their decisions about the case in an open meeting through a written "order."

After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include the Office of Public Counsel, representing customers, the Florida Retail Federation; the Florida Industrial Power Users Group; and the Southern Alliance for Clean Energy.

As part of the evaluation process for FPL's rate request, the FPSC conducted 12 virtual service hearings in June and July to allow feedback from FPL and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at <http://www.floridapsc.com>. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, March 24, 2022 10:42 AM
To: Ellen Plendl
Subject: FW: Gouging

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Mike Sigler <siglergunship2000@yahoo.com>
Sent: Saturday, February 19, 2022 6:20 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Gouging

Governor Desantis,

I appreciate your service to Florida. But there is an issue that many of us here are dealing with. Especially fixed income citizens. Being Disabled and on fixed income this is a serious issue for me and my family.

Being that FPL is our only source for power here there is an issue. They have been drastically increasing our bills. My bill went up from \$99, to \$136 and than to \$188 this month with no increase wattage usage in my home.

The claim by FPL is cost. Sounds more like Price Gouging. I realize we got a 5% increase in Social Security (a whole \$48 extra a month) but it doesn't cover all the inflated prices.

It would be nice if someone asked a serious questions of FPL as to why the sudden and extreme increases?

Thank you for your time.

Mike Sigler
(904) 408-6863 Sent from Yahoo Mail for iPhone

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.